

Appendix 1

Hello Stella

'Every Customer Counts (ECC) – Promoting Accessible Services'

I refer to our meeting on the 4th August 2016, to discuss the Commission's 'Every Customer Counts' initiative and your follow up telephone call today in relation to the report you are preparing.

The Equality Commission is asking participating businesses and organisations, in both the private and public sector, who provide services to the public, to make a commitment to this initiative, because it tells your customers that accessible services are important and you welcome reasonable adjustment requests.

All companies that register will be sent an Every Customer Counts window sticker, which can be displayed to communicate their commitment to customers. This will tell your customers that you:

- review the accessibility of your services
- make reasonable adjustments for disabled customers

We hope that by registering this commitment with us you will also be helping to encourage more businesses to consider the benefits of reviewing their current accessibility standards.

- See more at: <http://www.equalityni.org/Employers-Service-Providers/Disability-GFS/Commitment-charter#sthash.MgREs32k.dpuf>

By committing to the ECC initiative the Council will be showing that.....

Belfast City Council aims to provide a service that all our customers can use and in a manner that respects dignity, independence and choice.

Consistent with our vision of being a Council accessible to everyone we will carry out regular reviews of our services to help us to identify and as far as possible remove any potential barriers for disabled customers.

It is important that every customer experiences the same high level of service from us and we will make every effort to accommodate requests for assistance or reasonable adjustments from customers seeking to access services that we offer.

As part of ECC, the Commission has developed a suite of documents, designed to assist service providers to promote equality of opportunity in their service delivery. These documents, available on our web site (or in hard copy on request), include the following -

- Accessible Business checklist*
- Accessible Business Action Plan

- Why Access means business
- Inclusive customer Service Policy

[ECNI - Every Customer Counts - promoting accessible services](#)

The audit* of your services would be tailored to meet your specific needs [for example this may be about the information you provide, a feature of your premises you would like to improve, your staff training or management policies etc]. It is hoped that as a result of the audit findings, some changes will be implemented which, will improve accessibility for disabled people and the Commission would like to promote these changes, as well as the current good practice you apply.

Thank you for your interest in the ECC initiative and I look forward to hearing from you.

Kind Regards, Geraldine

Geraldine Shevlin

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